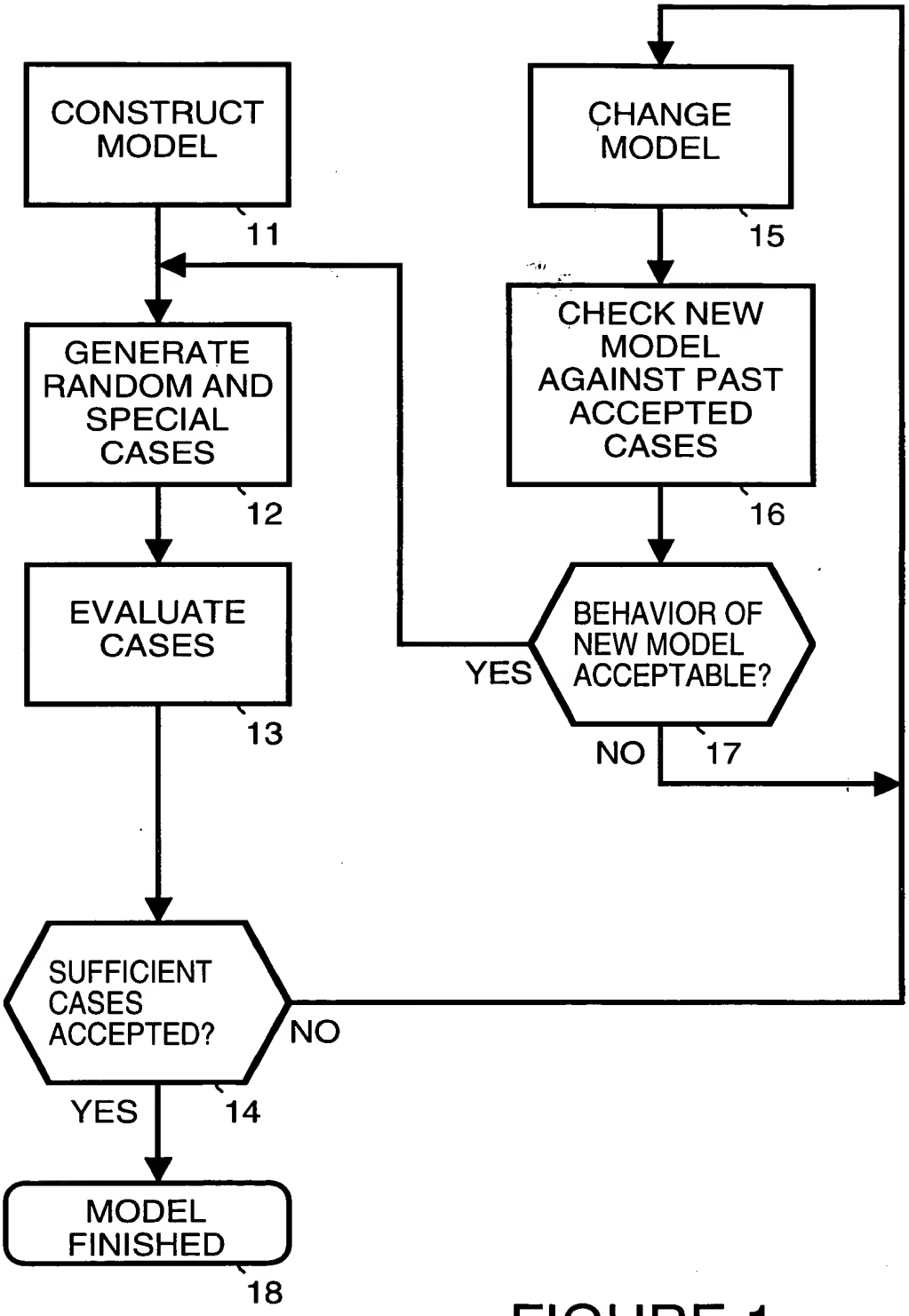
CONSTRUCT MODEL
11
GENERATE RANDOM AND SPECIAL CASES
12
EVALUATE CASES
13
SUFFICIENT CASES ACCEPTED?
NO
YES
14
MODEL FINISHED
18
CHANGE MODEL
15
CHECK NEW MODEL AGAINST PAST ACCEPTED CASES
16
BEHAVIOR OF NEW MODEL ACCEPTABLE?
YES
NO
17

FIGURE 1

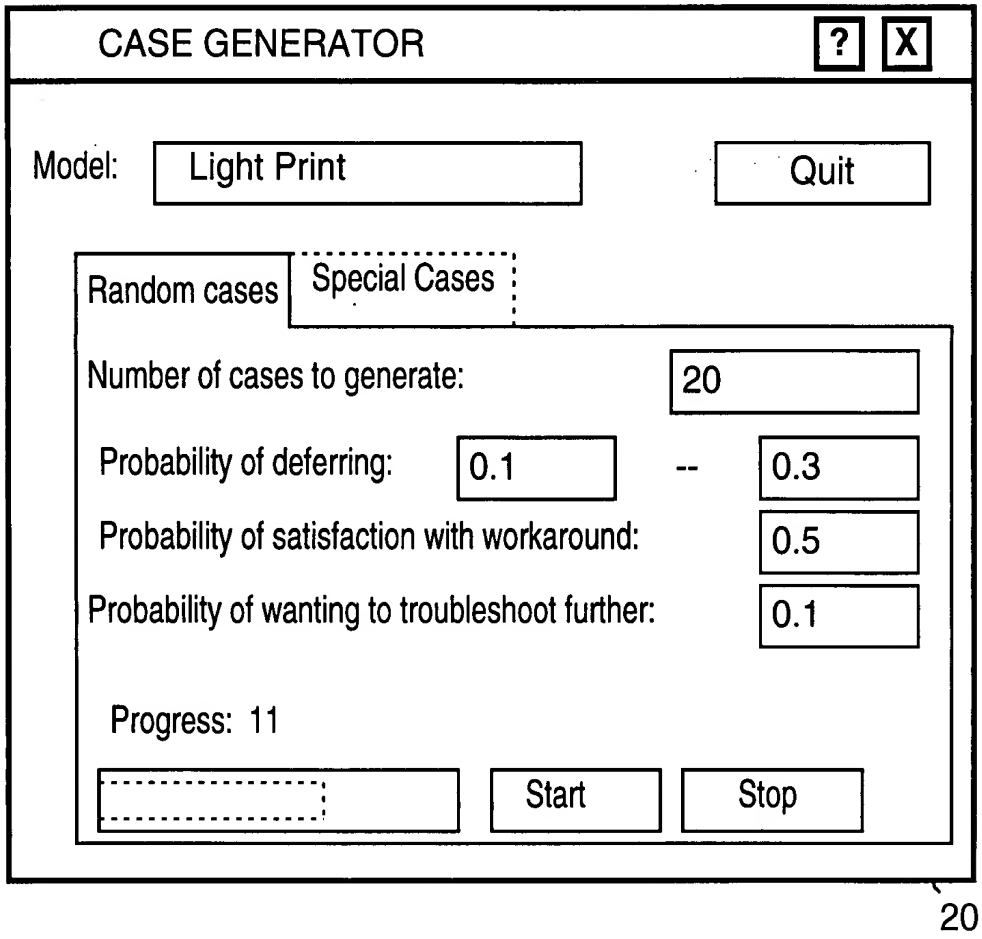

FIGURE 2

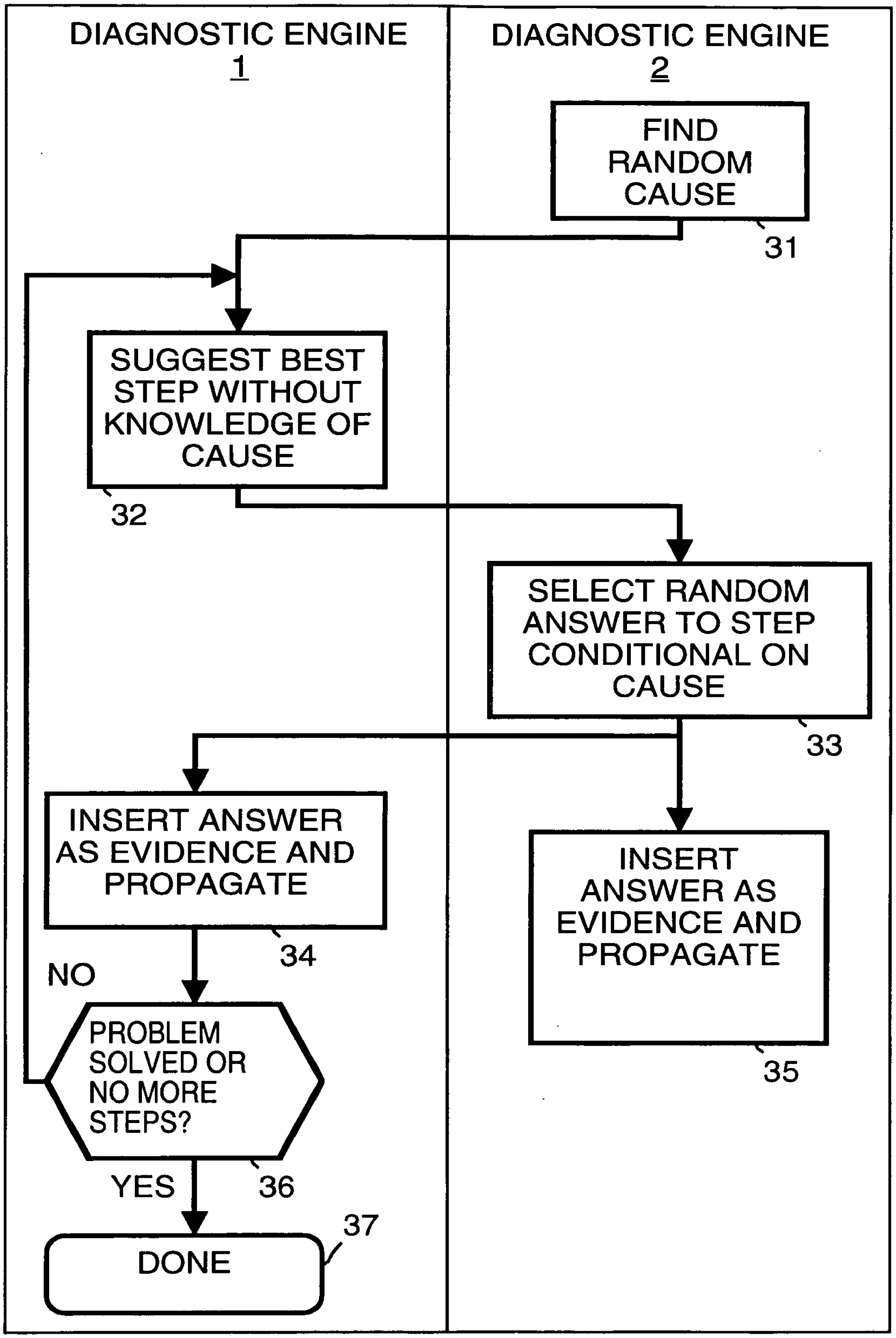
DIAGNOSTIC ENGINE 1
DIAGNOSTIC ENGINE 2
FIND RANDOM CAUSE
31
SUGGEST BEST STEP WITHOUT KNOWLEDGE OF CAUSE
32
SELECT RANDOM ANSWER TO STEP CONDITIONAL ON CAUSE
33
INSERT ANSWER AS EVIDENCE AND PROPAGATE
34
INSERT ANSWER AS EVIDENCE AND PROPAGATE
35
NO
PROBLEM SOLVED OR NO MORE STEPS?
36
YES
DONE
37

FIGURE 3

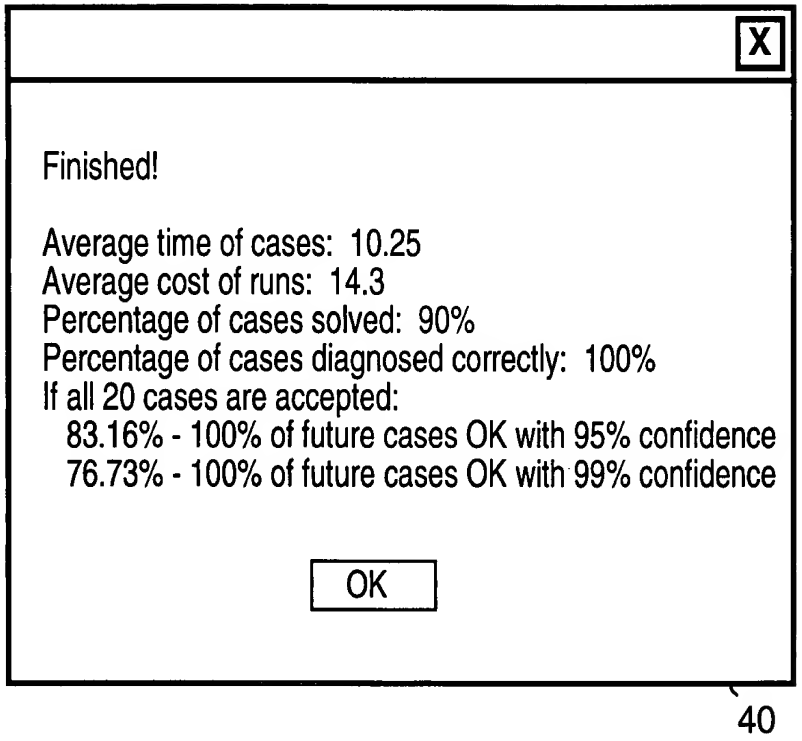

FIGURE 4

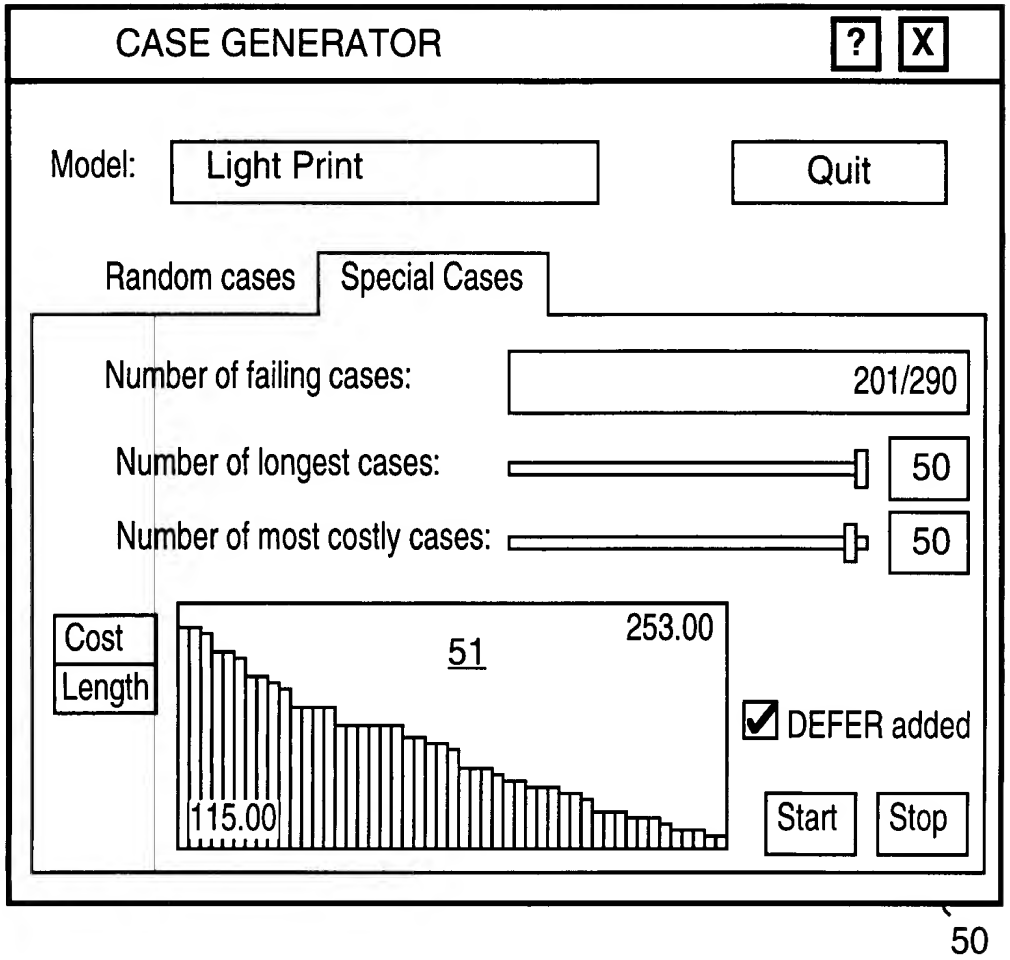

FIGURE 5

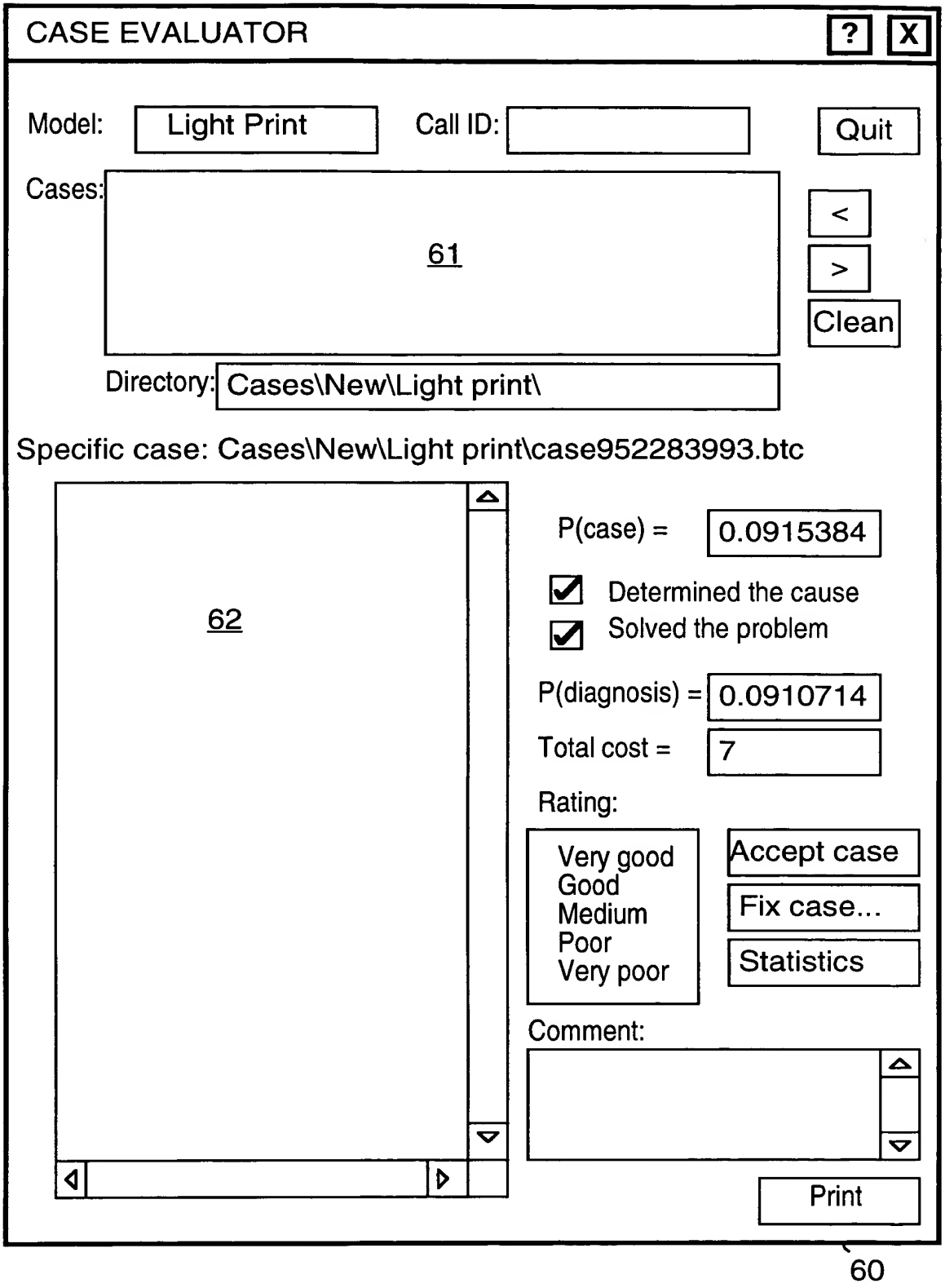
CASE EVALUATOR
?
X
Model:
Light Print
Call ID:
Quit
Cases:
61
<
>
Clean
Directory:
Cases\New\Light print\
Specific case: Cases\New\Light print\case952283993.btc
62
P(case) =
0.0915384
Determined the cause
Solved the problem
P(diagnosis) =
0.0910714
Total cost =
7
Rating:
Very good
Good
Medium
Poor
Very poor
Accept case
Fix case...
Statistics
Comment:
Print
60

FIGURE 6

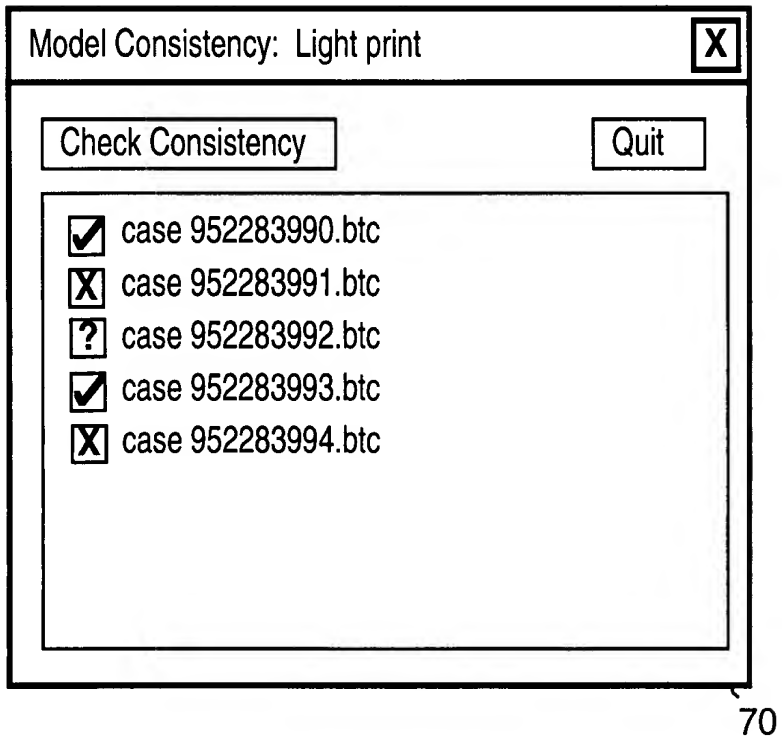
Model Consistency: Light print
X
Check Consistency
Quit
case 952283990.btc
case 952283991.btc
case 952283992.btc
case 952283993.btc
case 952283994.btc
70

FIGURE 7